

Risk Management Plan

A. General Information

<i>Project Title:</i>	Request Tickets Management System	<i>Project Working Title:</i>	Request Tickets Management System
<i>Proponent Secretary:</i>	Mr. Neil Rumbaoa	<i>Proponent Agency:</i>	Taal Vista Hotel (SM Hotels)
<i>Prepared by:</i>	Buena Alexey Talosig	<i>Date / Control Number:</i>	12/02/17

B. Risk Management Strategy

1. Risk Identification Process

The project team is involved in the Risk Identification and evaluation of the project management plan including the schedule, quality, cost and project scope will be included. The focus will be given to the constraints, assumptions, schedule, project deliverables and other documents.

The following methods will be used to assist in the identification of risks associated with Request Tickets Management System:

- Strengths, Weaknesses, Opportunities and Threats
- Diagram Generation/ Diagramming
- Reviews of Related or Similar Projects
- Risk Assessment Meetings
- Brainstorming

2. Risk Evaluation and Prioritization

The impact and probability will be allocated to each risk to determine the severity of the identified risks. The process will allow the team to prioritize risk based on the possible impact to the project.

The impact of each risk will be assessed with input from the project team using the following approach:

Probability

- High – Between 80% and 100% probability of occurrence
- Medium – Between 30% and 79% probability of occurrence
- Low – Below 30% probability of occurrence

Impact

- High – Risk that has the potential to greatly impact project cost, project schedule or performance

- Medium – Risk that has the potential to slightly impact project cost, project schedule or performance
- Low – Risk that has relatively little impact on cost, schedule or performance

3. Risk Mitigation Options

The Project Manager will lead the project team in developing responses to each identified risk. As more risks are identified, they will be qualified and the team will develop the response. The risk will be monitored at appropriate times and will be accordingly responded to.

For each risk that will be mitigated, the project team will identify ways to prevent the risk from occurring or reduce its impact of occurring. This may include prototyping, adding tasks to the project schedule, adding resources, etc. Any secondary risks that result from risk mitigation response will be documented and will follow the same risk management protocol as primary risks.

4. Risk Plan Maintenance

The risk plan will be monitored and controlled by the project team. The occurrence of the process of the plan will be checked every week to ensure that the work has been done. The level of risk on Request Tickets Management System will be monitored and reported throughout the project lifecycle. The greatest impact risks will be added to the project schedule to ensure that proper monitoring occurs during the time of risk occurrence. As risks are added to the project schedule, a Risk Manager will be assigned. Every meeting of the project team, the team members will discuss the status of each risk. Only risks which fall in the current time period will be discussed. Risk monitoring will be a continuous process throughout the life of the project.

5. Risk Management Responsibilities

<i>Individual</i>	<i>Responsibility</i>
Project Manager: Shaun Mathew Ibanez	<ul style="list-style-type: none"> • Briefing the team on the status of risks • Continually monitors the projects for possible risks throughout the timeline of the project • Analyzes any new risks that are identified
System Analyst: Zian Denisse Vertudes	<ul style="list-style-type: none"> • Helps in determining and analyzing the consequence, impact, timing, and priority of the risk
Documenter: Krisper Jane Bariuan	<ul style="list-style-type: none"> • Preparing reports, and documents that are required for the reviews of the project • Participates in the review and probability alteration and impact for each risk

<p>QA Staff: Buena Alexey Talosig</p>	<ul style="list-style-type: none"> • Identifies and determines the priority, timing and impact of each risk • Prepares risk statements • Monitors and controls all the identified risks
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C. Risk Analysis Summary

Using the table provided, list each risk identified, the probability of occurrence, the expected impact level, a description of the impact, and when the risk event is likely to occur.

<i>Risk Number</i>	<i>Risk Name</i>	<i>Probability of Occurrence (Note 1)</i>	<i>Impact Level (Note 2)</i>	<i>Impact Description</i>	<i>Time Frame (Note 3)</i>
5	Connection interference	7	8	Avoid interference; improve communication	
4	Poor Authorization and Authentication	8	8	Testing for both web and mobile security	
3	Miscommunication with the guest	7	10	Improve communication	
2	Wrong input of information	5	10	Implementation of tags and predictive texts; improve communication	
1	Slow service	3	10	Setting an allotted time in each ticket	

- Note:**
1. Probability of Occurrence is the percentage of likelihood that the risk will occur.
 2. Impact Level is a score of one to five. One is the least impact and five is the highest impact.
 3. Provide time frames in fiscal years and quarters, if known.

D. Risk Response Summary

Prioritize and describe the plans for responding to each risk identified and evaluated in Section C.

<i>Risk Priority</i>	<i>Risk Number</i>	<i>Risk Name</i>	<i>Responsible Person</i>	<i>Mitigation Action(s)</i>	<i>Response Trigger</i>
8	5	Connection interference	IT department of company	Avoid interference; improve communication	Not all employees will have an account
8	4	Poor Authorization and Authentication	IT department of company	Testing for both web and mobile security	Implement another authentication factor
9	3	Miscommunication with the guest	Fronk desk/ Guest Service Representative	Improve communication	
9	2	Wrong input of information	Fronk desk/ Guest Service Representative	Implementation of tags and drop downs; improve communication	Review the information before creating a ticket
10	1	Slow service	Runners	Setting an allotted time in each ticket	Notifications regarding the tickets created
